



## AGENDA

Session 1	Welcome! We Value you!
Session 2	Training Evaluation
Session 3	Reporting
Session 4.1	Introduction to Person-Centered Care
Session 4.2	Understanding Care and Relationships
Session 5.1	Factors that Trigger Abuse
Session 5.2	Trigger Signals
Session 5.3	Trigger Busters
Session 6.1	Active Listening
Session 6.2	Constructive De-escalation
Session 6.3	When Abuse Happens / I CARE – WE CARE
Session 7	Training Evaluation
Session 8	The Real Meaning of Peace

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